

Key Fact Sheet

Seniors Funeral Insurance

This Key Fact Sheet is designed to help you to decide whether this cover is right for you. It provides you with a summary of the key features and benefits, exclusions and risks associated with the purchase of Seniors Funeral Insurance. This document does not include all information and is not specific to your circumstances, and so should be read in association with the Policy Document and, after you have commenced cover, your Policy Schedule.

What this Policy covers

Seniors Funeral Insurance provides a lump sum payment in the event of death, or if the Life Insured is diagnosed with a Terminal Illness, or suffers from a defined accidental serious injury. You can apply for cover for yourself under a single plan, or you can apply for a joint plan covering you and your partner. The following table provides a summary of key information to help you understand the key features, benefits, and limitations of Seniors Funeral Insurance.

Product feature	Funeral Insurance Benefit	Accidental Serious Injury Benefit						
Events covered	<p>From the Policy Acceptance Date:</p> <ul style="list-style-type: none"> ■ Death due to an Accident¹ <p>At least 12 months after the Policy Acceptance or reinstatement date:</p> <ul style="list-style-type: none"> ■ Death due to any cause; or ■ the first diagnosis of a Terminal Illness² 	<p>From the Policy Acceptance Date:</p> <p>Accidental Serious Injury³ which results in any of the following:</p> <ul style="list-style-type: none"> ■ Blindness in Both Eyes (total and permanent, best corrected); or ■ Deafness in Both Ears (total and permanent, best corrected) - including requiring cochlear implant; or ■ Diplegia (total and permanent), Hemiplegia (total and permanent), Paraplegia (total and permanent), or Quadriplegia (total and permanent) / Tetraplegia (total and permanent); or ■ Total and Permanent Loss of Use of Two Specified Limbs. <p>The Accidental Serious Injury Benefit is three times the Funeral Insurance Benefit.</p>						
Minimum cover amount	\$3,000	\$9,000						
Maximum cover amount	\$30,000	\$90,000						
Who can apply	You can apply for a single plan on your own life, or you can apply for a joint plan to also include your partner. To apply, you must be a New Zealand Resident(s), aged between 18–79.							
Additional benefits	<p>Accidental Death Benefit</p> <p>In the event of death due to an Accident, this Policy provides an Accidental Death Benefit. The Accidental Death Benefit is two times the Funeral Insurance Benefit, and if you are eligible to claim, both the Accidental Death Benefit and the Funeral Insurance Benefit are payable.</p> <p>Additional benefits from age 85</p> <p>From a Life Insured's 85th birthday, if cover remains in force, no further premiums are payable, and you will continue to be covered under your Funeral Insurance Benefit. In addition, the following benefits will be available to you after your 85th birthday.</p> <table border="1"> <thead> <tr> <th>Bonus Cover</th> <th>Early Cash Out Option</th> <th>Guaranteed payment at age 100</th> </tr> </thead> <tbody> <tr> <td>We will automatically add 25% Bonus Cover to the Life Insured's Funeral Insurance Benefit, which was in force immediately prior to their 85th birthday. No additional premiums are charged for Bonus Cover.</td> <td>You may elect the Early Cash Out Option and end cover for that Life Insured. If you elect this option, we will pay you 75% of that Life Insured's Funeral Insurance Benefit Amount which was in force immediately prior to their 85th birthday. The Early Cash Out Option will not include any Bonus Cover amount.</td> <td>When a Life Insured celebrates their 100th birthday, we will end cover for that Life Insured and we will pay both the Funeral Insurance Benefit Amount in force immediately prior to their 85th birthday, and the 25% Bonus Cover.</td> </tr> </tbody> </table>		Bonus Cover	Early Cash Out Option	Guaranteed payment at age 100	We will automatically add 25% Bonus Cover to the Life Insured's Funeral Insurance Benefit, which was in force immediately prior to their 85 th birthday. No additional premiums are charged for Bonus Cover.	You may elect the Early Cash Out Option and end cover for that Life Insured. If you elect this option, we will pay you 75% of that Life Insured's Funeral Insurance Benefit Amount which was in force immediately prior to their 85 th birthday. The Early Cash Out Option will not include any Bonus Cover amount.	When a Life Insured celebrates their 100 th birthday, we will end cover for that Life Insured and we will pay both the Funeral Insurance Benefit Amount in force immediately prior to their 85 th birthday, and the 25% Bonus Cover.
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When cover ends	<p>Funeral Insurance Benefit</p> <p>The Funeral Insurance Benefit for a Life Insured ends on the earliest of any of the following events:</p> <ul style="list-style-type: none"> ■ the date of the payment of the Funeral Insurance Benefit Amount for that Life Insured; or ■ the date of payment of the Funeral Insurance Benefit Amount on the Life Insured's 100th birthday (if applicable); or ■ the date you elect to take up the Early Cash Out Option for that Life Insured; or ■ if you cancel the Policy; or ■ if we cancel the Policy. <p>Accidental Serious Injury Benefit</p> <p>The Accidental Serious Injury Benefit for a Life Insured ends on the earliest of any of the following events:</p> <ul style="list-style-type: none"> ■ the date the Life Insured's Funeral Insurance Benefit ends; or ■ the date of payment of an Accidental Serious Injury Benefit Amount for the Life Insured; or ■ the Policy Anniversary following the Life Insured's 75th birthday.
Premiums	<p>Your premiums will not increase, unless:</p> <ul style="list-style-type: none"> ■ you apply to change your cover; or ■ we change the premium rates for your Policy. This would only occur if the change to the premium rate applies to all (or the same group of) policyholders under Seniors Funeral Insurance. <p>30-day money back guarantee</p> <p>The Policy can be cancelled for a full refund anytime within 30 days of the Policy Commencement Date provided no claim has been made.</p> <p>If you choose to end your Policy after this period, you will not be entitled to any refund of premiums unless you have paid an annual premium, in which case we will refund the annual premium less a pro rata amount covering the period you were insured for.</p>
Payment options	Fortnightly, monthly, or annually.
<p>¹ Accidental Death is where death occurs as the direct result of an Accident, where the Accident occurs while the Life Insured is covered under this Policy, and death occurs within 90 days of the Accident.</p> <p>² Terminal Illness means the diagnosis, by a Medical Practitioner, of a Terminal Illness where life expectancy, after taking into account all reasonably available treatment, is 12 months or less.</p> <p>³ Each of the Accidental Serious Injury conditions is defined within the glossary of the Policy Document and is subject to the exclusions outlined in the Policy Document. The Accident which caused the serious injury must occur whilst the Life Insured is covered under the Policy. The diagnosis of a defined accidental serious injury must be confirmed by a Medical Practitioner, and the injury must have occurred within 12 months of the Accident. An Accidental Serious Injury Benefit claim is payable once per Life Insured.</p>	

Other features

By purchasing this Policy, you will also receive the following features with Seniors Funeral Insurance:

- **Worldwide cover** – So long as the Policy is in force, the Life Insured will be protected 24 hours a day, 7 days a week, anywhere in the world.
- **Continuous cover** – We will continue to renew your cover until the Life Insured celebrates their 100th birthday as long as premiums are paid up to date, and the Policy remains in force.

Financial strength rating

A.M. Best rates Pinnacle Life Limited, the insurer of your Policy, a 'B+' Financial strength (Good) and bbb- issuer credit rating (outlook 'stable'). For more information, please refer to the rating scale provided in the footer of this document.

Exclusions and limitations on your insurance Policy

The Insurance Policy is subject to exclusions and limitations as explained in the Policy Document. It is important that you read the Policy Document to understand these exclusions. The following table provides a summary of when we will not pay a claim:

Benefit	Funeral Insurance Benefit	Accidental Serious Injury Benefit
When we will not pay	We will not pay a Funeral Insurance Benefit if the Life Insured dies, other than due to an Accident, or is first diagnosed with a Terminal Illness, within 12 months of the Policy Acceptance Date or reinstatement date.	<p>We will not pay an Accidental Serious Injury Benefit if the Life Insured suffers a defined accidental serious injury as a result of:</p> <ul style="list-style-type: none"> ■ an intentional self-inflicted bodily injury, suicide, or attempted suicide; or ■ engaging in any criminal activities or illegal acts; or ■ the consumption of drugs (unless it was while following the direction of a Medical Practitioner and not in connection with treatment for substance abuse, drug addiction, or dependence); or ■ the consumption of intoxicating liquor or other beverages (including having a blood alcohol content over the prescribed legal limit whilst driving); or

Benefit	Funeral Insurance Benefit	Accidental Serious Injury Benefit
When we will not pay (continued)		<ul style="list-style-type: none"> ■ engaging in any professional sport (meaning the Life Insured’s livelihood is substantially dependent on income received as a result of playing sport); or ■ engaging in any motorsports (land or water) as a rider, driver and/or passenger; or ■ being a pilot or crew member of any aircraft, or engaging in any aerial activity except as a passenger in an aircraft operated by a licensed commercial airline; or ■ war (whether declared or not) or war-like activity, or taking part in a riot or civil commotion.



Other important information

There is no investment or savings component to your Policy which means that when your Policy ends, you are not entitled to any of the premiums you have paid.

The total amount of premiums payable over the life of the Policy has the potential to exceed the cover amount.

If your premium remains unpaid for more than one month from when it is due, your Policy will be cancelled. Prior to cancelling your Policy, we will notify you in writing before taking steps to end your Policy due to non-payment. If you are suffering from financial hardship, we may be able to assist you to keep your Policy. Please contact us to discuss your options. Note, we may seek evidence to verify any hardship.

How your beneficiaries can make a claim

Beneficiaries can lodge a claim by contacting us on **0800 400 290** (Monday to Friday between 8am and 8pm). There will be some forms to fill out and documents that we need access to, but our friendly claims team will assist beneficiaries through this process. For more information on claiming, please refer to our website at nzseniors.co.nz

What can be done to help ensure any claim is assessed quickly and smoothly

There are a number of things that can be done to assist us in ensuring a claim is assessed quickly:

- Lodge your claim as soon as possible;
- Appoint a beneficiary under the Policy – this ensures we have someone who we can immediately discuss the claim with;
- Inform your beneficiary of the Policy – this will ensure the beneficiary knows to contact us when the time comes;
- Consider appointing a trusted third-party authority – particularly as you age, you may need help in managing your affairs and having an additional authority significantly reduces the likelihood that you will miss payments on your Policy; and
- Make a will – as part of the process of making a will, you will need to appoint a legal executor who can ensure we can access all the relevant documentation we need to approve a claim.

If you do not nominate a beneficiary, benefits will be available to your estate or a personal representative that is legally entitled to make a claim on your Policy. By nominating a beneficiary, benefits can be paid directly into the beneficiary’s bank account in a far timelier manner.

How you can contact us

If you wish to contact us regarding your Policy, or have any questions about the information we have outlined in this Key Fact Sheet, please contact us via the following means:

- Phone** **0800 400 290** (Monday to Friday between 8am and 8pm)
- Email** support@nzseniors.co.nz
- Address** New Zealand Seniors
Reply Paid DX Box EP71505
Penrose, Auckland
(no stamp required)

This is general information only and does not take into account your financial situation. Please consider the Policy Document to ensure the product suits your needs, which is available from nzseniors.co.nz. This information is provided by New Zealand Seniors, a trading name of Greenstone Financial Services NZ Limited NZBN 9429047013582, who have partnered with Pinnacle Life Limited (Pinnacle Life) NZBN 9429030397248, the insurer of this product.

The financial strength rating scale is: A++, A+ (Superior); A, A- (Excellent); B++, B+ (Good); B, B- (Fair); C++, C+ (Marginal); C, C- (Weak); D (Poor); E (Under Regulatory Supervision); F (In Liquidation); S (Suspended). For the latest rating access www.ambest.com